

# JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102  
415-865-4272 Telecommunications Device for the Deaf Web site: [www.courtinfo.ca.gov/careers](http://www.courtinfo.ca.gov/careers)

## EMPLOYMENT OPPORTUNITY

**JOB TITLE:** SYSTEMS ADMINISTRATOR II

**CITY:** BURBANK, CA

**JOB REQUISITION:** 2322

### OVERVIEW

This Systems Administrator II position with the Information Services Division (ISD) of the Administrative Office of the Courts (AOC) will provide desktop support for 50 computer systems plus a full range of systems operation support for hardware and software issues for users at the AOC. This position will also provide temporary audio Visual services including setup, monitoring and operation for equipment used in local administrative meetings, education programs, and teleconferences.

### RESPONSIBILITIES

#### EQUIPMENT/SYSTEM IMPLEMENTATION

- Installs and operates systems, servers, personal computers, laptops and other peripheral equipment in a Microsoft Windows 2000/2003/XP environment using telecommunications, network internet, remote access, and other systems environments;
- Plans and implements software upgrades using business application software;
- Keeps up with current technologies and applies updates to hardware and software;
- Establishes and maintains user accounts on the system;
- Performs other systems administrator duties as needed; and
- May assist the Second District Court of Appeals located in Los Angeles with off-site technical support.

#### MAINTENANCE, MONITORING & TROUBLESHOOTING

- Maintains, troubleshoots, diagnoses and repairs personal computers, servers and related equipment;
- Assists users on Microsoft Office Suite: electronic mail (Outlook), word processing (Word), spreadsheet (Excel), and database problems (Access);
- Monitors and maintains the AOC local area network and systems environment using multiple operating systems and platforms;
- Ensures the reliability and integrity of the data files critical to internal and external users;
- Fine tunes and maximizes systems operations and monitors disk space usage;
- Monitors and maintains connectivity to the wide area network;
- Identifies and resolves problems;
- Works with cross functional teams;
- Provides technical assistance to internal and external users for installed applications;
- Maintains a library of backup tapes and logs, and archives and retrieves information from this library as requested;
- Maintains inventory for computer equipment, user accounts, configurations, software releases and associated supplies; and
- Transports equipment and materials to and from various locations.

## **AV TECHNICAL SUPPORT**

- Upon request, may perform technical duties at administrative meetings and education programs which include transporting, setting up, and operating a variety of audio-visual equipment such as overhead projectors, slide projectors, LCD projectors, screens, flipcharts, and laptop computers;
- May trouble shoot equipment problems and perform simple repairs on cables, connectors, and other electronic equipment, as well as use simple testing equipment.

Occasional work during non-business hours (evenings, weekends, and holidays) to respond to information systems emergencies will be required. The incumbent may be required to travel statewide, as necessary, with overnight trips of up to one week.

## **QUALIFICATIONS**

Equivalent to graduation from high school and two years of technical experience operating and supporting a local area network and providing technical support;

OR

One year as a Systems Administrator I with the judicial branch.

Ability to:

- Assess users requirements and implement creative solutions;
- Organize, prioritize and coordinate own work activities to meet critical deadlines and work effectively as member of a team under severe time constraints;
- Assist off-site systems support staff on an as-needed basis during server deployment, migration, and/or network development;
- Maintain accurate records of work performed;
- Communicate effectively, orally and in writing; and
- Transport equipment and materials weighing up to 60 pounds.

## **DESIRABLE**

- Setup, monitor, and operate a wide range of AV equipment diagnose basic equipment problems, make simple repairs, and recommend repairs for more complex AV problems at conferences and presentations.
- Extensive systems administration experience in a Windows 2000/2003/XP environment and Microsoft Office Professional 2000/2003 suite (Outlook, Word, Excel, PowerPoint);
- Experience with remote access solutions and web-based technologies;
- Experience with Novell 5.1;
- Experience with the following hardware:
  - HP Vectra and Dell laptops/notebooks
  - HP servers and printers
  - Palm m500 & Tungsten hand-held devices
  - Cisco networking environments

## **HOW TO APPLY**

To ensure consideration of your application for the earliest round of interviews, please apply immediately, this position will remain open until filled. To complete an online application, please visit our Web site at [www.courtinfo.ca.gov/careers/view.htm](http://www.courtinfo.ca.gov/careers/view.htm), select job category "Info Systems & Technology", and search for Job Req. #2322, Systems Administrator II. This position requires the submission of our official application and response to the supplemental questions attached.

OR

To obtain a printed application, please visit:  
Administrative Office of the Courts  
455 Golden Gate Avenue, 7th Floor  
San Francisco, California 94102-3688  
415-865-4272 Telecommunications Device for the Deaf

## **PAY AND BENEFITS**

SALARY RANGE FOR POSITION: \$4,287 - \$5,211 per month

Highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$105 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(k) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

**The Administrative Office of the Courts Is an Equal Opportunity Employer.**

**SUPPLEMENTAL QUESTIONNAIRE  
FOR  
SYSTEMS ADMINISTRATOR II  
(JOB REQ-2322)**

**To assist the selection panel in reviewing and assessing the qualifications for all applicants, we ask that you respond to the questions below and return your response with your application materials. Your answers to all of the questions should be no more than two pages (total) in length. In your responses, please indicate for which employer you performed these functions.**

1. Please provide an example of a time when you exceeded work/performance expectations to get a job done.
2. Please provide two or three recent examples of work projects/tasks that you initiated on your own.
3. Please describe a team experience that you found rewarding.
4. Please provide a brief explanation of the differences between forward lookup and reverse lookup in DNS based on your work with Windows 2000/XP.
5. Please provide a brief definition for "binding order" in Windows 2000/XP environment.
6. Assuming you have access to the client workstation in Windows 2000/XP, please explain how can you force the PC to give up the DHCP lease?